

SECTION 404 (2) (d)  
SERVICE OUTCOMES  
FY 2006

The Michigan Department of Community Health decided in 2006 to redesign its approach to the measurement of consumer satisfaction in a way that would better promote improvement at the program and agency levels. In (June) 2007, all beneficiaries enrolled in Assertive Community Treatment (ACT) will be asked to complete the 28-item MHSIP Consumer Survey. In addition, all families with a child or adolescent receiving home-based services will be asked to complete the 26-item Youth Satisfaction Survey (YSS) for Families. It is expected that different programs within the PIHPs will be selected each year. A report of the information from these surveys will be available by Fall 2007. Information on housing and employment is available in Section 2a of this Section 404 report.